

To: HAMPTON CITY FINANCE  
22 LINCOLN ST  
HAMPTON  
VA

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# Hampton CITY PAGE

Your Tax Dollars at Work

BROUGHT TO YOU BY THE CITY OF HAMPTON ON 1ST &amp; 3RD THURSDAYS

## Hampton Employees Love to Serve

### The Serious Side of Customer Service



Annette Knox

Knock. Knock. "Who's there?"

"The City of Hampton."

"Really? But I just called five minutes ago!"

"Yes, ma'am. I'm responding to your request for a recycling container."

Customer service is no joke for Annette Knox, on our front line delivering refuse and recycling containers from her truck. She puts a friendly face on Public Works and she's "organized, responsive and customer service oriented," says manager Pete Morley.

"I want to roll, to get my (service) tickets done," the Recycling Tech says, pulling container handles off a dashboard heater to soften them for assembly in the cold. She's thoughtful that way about her work and her customers. "I treat people like I want to be treated. Seniors are lonely at times and need special attention. They call later with issues not in my job area, but it

makes me feel good that they have someone they trust."

To save customers a call, she fixes broken containers when she sees them at the curb. "I29 Solid Waste," she replies into the radio, taking a new request. Like a battery, she gets charged up. Her nickname "Taz" suits her;



Wanda Johnson

she's a whirlwind, and "when the dust settles nine times out of ten the job is done." She's quick to credit Solid Waste Foreman Wanda Johnson with support. The dynamic duo handle more than 3,000 requests a year for new containers or repairs!

Wanda's a field person, too. "I don't like to sit in the office. I love my job talking with residents and employees, to be involved with people."

*Do you know of a City employee who has performed above and beyond the call of duty? Be sure to call 311 and report their acts of customer delight. Employees performing outstanding service will receive Delightful Dollars that can be redeemed with local merchants*

## Spring Fun in Hampton

March is underway and hopefully some warmer weather will follow.

When you are looking for something to do make sure you take advantage of all the wonderful opportunities right here in your own city.

Parks and Recreation would like to introduce you to a city filled to the brim with enriching experiences and beautiful environments that your whole family is sure to enjoy. Virginia is known for its environmental beauty and Hampton goes to great lengths to preserve this tradition. Lined with cool flowing creeks that filter into the Chesapeake Bay, the City's center is embraced with gentle sea breezes that bring the ocean aromas to your front door.

Feel like a walk in the park? Parks and Recreation maintains over thirty waterfront, sports, fitness, neighborhood, and feature parks. Discover the hundreds of species living off our waterfront parks and take a kayak tour through one of local creeks. Stargaze at night and join in the melody of the chirping crickets and lightning bugs.

Catch the local baseball team's game at one of our sports parks, or meet your neighbors at the local neighborhood centers.

Our School Age Program provides affordable care at most elementary and middle schools from 7am-6pm every weekday. Each day is packed with educational and recreational activities that fuel a child's learning to an entirely new level.

If you strive for a cleaner environment, join our Clean City Commission in local cleanups and litter prevention.

Interested in sports? We offer athletic programs across the City, including youth and adult activities.

The City hopes to offer an avenue of adventure to every man, woman, and child in Hampton and the surrounding cities. No matter where you came from, no matter where you are going, we are happy that you're here now.

For more information, grab a copy of our Happenings brochure that is available online and through the Daily Press three times a year. Visit our website and get to know Hampton! [www.hampton.gov/parks](http://www.hampton.gov/parks) or 757-727-6348.

## What's In A Name? Cleaner Shores!



Creek Freaks. Shoreline Shakedown. Hampton Bay-You. The Great Hampton Waterfront Cleanup... whatever it will be called - please mark your calendars for a major citywide shoreline cleanup on Saturday, May 3 from 9 a.m. to 12 p.m.

Last year, Hampton drew 650 volunteers to 22 sites and removed 20 tons of trash from our creeks and rivers in June. Our annual cleanup is being held a month early to support Hampton's Neighborhood Month.

Our soon-to-be-named event needs about 25 co-captains. Contact Cheryl Copper, Environmental Relations Manager, at 727-6325 or [ccopper@hampton.gov](mailto:ccopper@hampton.gov) if you're interested. Oh, and put in your two cents on a name

## Scouts Take Over the City For a Day



On February 26th local scouts participated in Hampton Youth in Government Day. The day offered scouts from middle and high school an opportunity to shadow Hampton City employees.

Many of the scouts joined representatives from various City departments to tour their offices and learn the daily operations of their departments. Other scouts acted as City officials and participated in a mock City Council meeting which was broadcast on Hampton City Channel 47.

The scouts researched and presented their own issues at the mock session which lead to a very lively debate.

Following the mock council session, the scouts joined the City representatives and City Council for a luncheon at the Radisson Hotel and a tour of the Virginia Air and Space Center.

## Partnering for Healthy Families in Hampton

In the early 1990's, Hampton had a vision to put children and families first. The community recognized the link between strong families, early childhood development, and the need for a well-educated workforce. A new approach was needed to help address the challenges facing families. In 1992, the Healthy Families Partnership was created to ensure that



all children were born healthy and entered school ready to learn. A variety of free programs have been designed to help strengthen families and promote child welfare.

The programs created include: a home visitation program offering support, information, and education to expectant new parents called *Healthy Start*; parenting education; a child developmental newsletter called *Healthy States*; young family centers; home visits to all new parents providing them with information about child growth and development called *Welcome Baby*; and a two-day regional event focusing on health and wellness screenings,

community resources for families, and parent education. Since its inception Healthy Families has monitored its programs and seen overwhelming success with a 26.8% reduction in the rate of child abuse and a decrease in infant mortality rates.

In addition, participation in the program increases every year. In 2002, 30,000 of Hampton's 35,000 children under the age of 19 received

Healthy Families Partnership services. As the Healthy Families Partnership celebrates 10 years of service it continues to

demonstrate that a comprehensive program promoting positive parenting and encouraging child health and development prevents child abuse and neglect, is instrumental in increasing the number of healthy families and making Hampton the most livable city in Virginia.

For more information on the Healthy Families Partnership please visit <http://hampton.gov/healthyfamilies/> or call 727-1882.

*"Every year that the Healthy Family Partnership continues to reach out to families living throughout the community, the social fabric of the city of Hampton grows stronger. This statement is not just an observation; it has been documented through ongoing studies."*

Joseph Galano, PhD, The College of William & Mary

March  
& April  
COMMUNITY  
EVENTS

### 21-22 IFMA Motocross

8:00 p.m., Hampton Coliseum  
For more information visit [www.hamptoncoliseum.org](http://www.hamptoncoliseum.org)

### 26 City Council Meeting

7:30 p.m., Council Chambers (8th Floor, City Hall)

### April 6 6th Annual Bowl a Strike for Victims' Rights

5:00 p.m., Spare Times Bowling Lanes, 1907 N. Armistead Avenue  
This event is a bowling fundraiser for victims of sexual harassment. For more information call 726-6978

### April 19 2003 International Children's Festival

10:00 a.m. to 5:00 p.m. in Downtown Hampton's Mill Point Park  
Traveling will never get any easier than this - a simple drive will bring the world to your feet in this one-day journey around the globe. For more information call 727-6784.

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